Customer Support Quick Handbook for Fixedline Customers (Unmanaged CPE)

Content

Calling our Technical Support Desk

Your assigned Technical Support Desk (TSD) will be able to provide you with fast and effective resolution to any service issue you may experience. Our staffs are available 24 hours a day, 7 Days a week.

Your TSD will assume the single point of responsibility and accountability for any **Un-Managed** service call until resolved and closed.

Web Self Care Portal	https://fls.vodafone.in/WSC/	
Toll Free Number	180012155666	Within India
Toll Free Number	55666 option 4	From Vodafone post-paid only
Alternate Number	+91 9920055666 option 4	Chargeable
Email Address	flsupport.in@vodafone.com	

Before Logging a ticket, we would appreciate your help to speed up fault isolation and resolution by following the steps and share the required information as mandate as mentioned in the First level Troubleshooting Guide

Severity and Frequency of Updates

The case, which is the subject of each Incident, will be assigned a severity code following discussion with customer. The severity code will determine the speed of response and the frequency of updates. The priority codes are defined as follows:

Severity	Service Impacts	Frequency of Updates
1	Link Complete Down	30 min followed by update every 1 hour
2	Degraded Services	60 min followed by update every 2 hour
3	Request for RFO	24hours to 48hours

Escalation Chart for Incidents Management

Escalation Matrix				
Level	**Who**	**Contact Details**	**When**	
			Service Affecting	**Non Service Affecting**
0	Technical Service Desk	Call 180012155666/ 55666/91 99200 55666 Option 4 flsupport.in@Vodafoneidea.com	Immediately	Immediately
1	Customer Escalation Desk	180012355666 L1support.in@vodafoneidea.com	2 hrs	4 hrs
2	Incident Manager	+91 022 71945114 Hot Line Desk	4 hrs	8 hrs
3	Manager	+91 7391072076 amit.kumartripathi1@vodafoneidea.com	5 hrs	10 hrs
4	Operations Manager	+91 8411007473 akshay.mukundmulye@vodafoneidea.com	6 hrs	12 hrs
5	Site Head	+91 9168663404 Manasi.naik1@vodafoneidea.com	8 hrs	16 hrs

Escalation Chart for Service Management

Service Management Esaclation Matrix For Managed Customer			
Level	Who	Contact Details	When
1	VSM	7391088707 Dhanshri.dharmendrahebare@vodafoneidea.com	6 Hr
2	VSM lead	7391082775 Parul.dave1@vodafoneidea.com	8 hr
3	Corporate Head	9702004614 Roshan.Suvarna@vodafoneidea.com	10 hr